



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

C-R Telephone Company
Fairpoint Communications / C-R Telephone Company
for quarter ending December 31, 2011

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.70	1.00	1.20	0.97
B. Operator Answer Time - Information [730.510(a)(1)]	2.00	3.30	3.90	3.07
C. Repair Office Answer Time [730.510(b)(1)]	26.00	16.00	25.00	22.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	11.00	22.00	16.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.02	5.26	2.22	3.17
H. Percent Repeat Trouble Reports [730.545(c)]	5.88%	8.11%	0.00%	4.66%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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